

Listing of Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claims 1-14 (Canceled)

15. (Previously Amended) A communications system comprising:
a communication module adapted to receive service requests from a plurality of communication terminals, wherein the communication module is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals,
a queuing module in communication with the communication module, wherein the queuing module is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers; and
a queuing results module in communication with the queuing module, wherein the queuing results module contains instructions for determining a queue result from each respective status information, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

16. (Original) The system of claim 15, further comprising a connecting module for connecting the service request to one of the plurality of service providers.

17. (Currently Amended) The system of claim [[9]] 15 further comprising a user interface module for receiving a service provider preference for use with the queuing module.

18. (Currently Amended) The system of claim [[9]] 15, wherein each service provider is selected from a group consisting of a web server, an e-mail server, a chat server, a voice over IP server, a telephone automatic call distributor, and a call back server.

19. (Currently Amended) A communications system comprising:

a communication means for receiving service requests from a plurality of communication terminals, wherein the communication means is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals wherein the communications means further comprises a means for determining call information data such that an identity of a caller can be determined;

a queuing means in communication with the communication means, wherein the queuing means is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers and for tracking the resources of a plurality of service providers; and

a queuing results means in communication with the queuing results means for determining queue results, wherein the queuing results means comprises a queuing attribute means for determining the queue attributes of each service provider, and a queuing factor means for quantifying business relationships, and a customer relationship database for storing historic data regarding business relationships; and

wherein the queuing results module contains instructions for determining a queue result from each respective status information, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

20. (Original) The system of claim 19, further comprising a means for managing a plurality of queues for the plurality of service providers.

21. (Original) The system of claim 20, further comprising a means for tracking customer information.

22. (New) The system of claim 15 wherein the queuing results module comprises:

a queuing attribute module in communication with the queuing module, the queuing attribute module comprises instructions for determining queue attributes of each service provider in communication with the queuing module; and

a queuing factor module in communication with the queuing results module, the queuing factor module containing instructions for determining a queuing factor.

23. (New) The system of claim 15 wherein the queuing factor module further comprises:
a costing module in communication with the queuing module, wherein the costing module contains instructions for quantifying business relationships; and
a customer relationship database coupled to the costing module for storing historic data regarding the business relationships.

24. (New) The system of claim 15, wherein the communications module further comprises a call identification module adapted for determining call information data.

25. (New) The system of claim 24 further comprising a customer information module in communication with the caller identification module, wherein the customer information module is adapted for determining an identification of a caller associated with the call identification data.

26. (New) The system of claim 15, further comprising a tracking number module in communication with the communication module, wherein the tracking number module is adapted to assign tracking numbers to the service requests.